

# DFAS Service Day ASMC PDI - 2000



Philadelphia, Pennsylvania

**Employee  
Member Self  
Service (E/MSS)  
and  
Electronic LES**  
**Mr. Jim Pitt**

# WHAT IS E/MSS

- Uses both Internet and IVR technology
- Empowers employees/members to make changes to their payroll record in a secure electronic environment
- Gives employee/member greater control over their payroll account
- Is a user friendly system
- Has a standard look and feel
- Saves time

# E/MSS STATUS

- Phase 1 implemented February
  - Marine Corps (active and reserve)
  - Civilian Employees
  - Military retirees and annuitants
- Remaining active and reserve military will be implemented later this year
- Customer Support Unit (CSU) in place
- Developing lessons learned

# E/MSS STATUS

- For the period April 1-30
  - Total number of transactions processed
    - Via the Internet 39,160
    - Via the phone (IVR) 6,276
  - Total number of inquiries
    - Via the Internet 92,955
    - Via the phone (IVR) 21,865

# Customize Your PIN!

# ELECTRONIC LES

- Original concept
  - Electronic delivery via email was the way to go
  - Push the LES to the employee/member
- Customer concerns
  - Format didn't look like hardcopy
  - Added workload to collect email addresses
  - Security (LES sent unencrypted)
- Result: Customers did not want to proceed on this path

# LES via E/MSS

- Revised concept
  - Make LES available electronically to all DoD customers
  - Give customer the option to stop receipt of hardcopy form
- Benefits
  - Integrated look and feel under E/MSS
  - Immediate satisfaction for the customer
  - Format mirrors hardcopy LES
  - LES data transmitted using same 128 bit